

## My Cards™ Frequently Asked Questions (FAQ) *As of October 1, 2014*

### **What is My Cards?**

My Cards is a new online tool that allows AHA TC Coordinators (TCCs), Training Center Admins (TC Admins) and Instructors the ability to issue virtual AHA course completion cards – or eCards – to students. Once launched to your TC, AHA's My Cards will be conveniently available through the AHA Instructor Network's Training Central™.

### **What is an eCard?**

An eCard is the electronic equivalent of a printed course completion card and can be provided to students as an alternative to a printed card. eCards are valid course completion cards and can be presented to employers as proof of successful completion of an AHA course. Like printed cards, eCards also expire two years from the issue date.

### **When will My Cards be available to my Training Center?**

The AHA will begin launching the My Cards tool on October 1, 2014. We will launch the tool to approximately 250 TCs at a time, from the east coast to the west coast of the US, until the tool has been deployed to all domestic AHA TCs. Tentatively, barring any technology issues, we plan to launch the My Cards tool to more TCs every 2-3 weeks.

### **Why is the AHA now offering eCards and the My Cards tool?**

My Cards has been designed based on many years of insight from the AHA Training Network. We know that managing printed cards can be time-consuming, difficult and costly, as well as result in security risks and counterfeit cards. My Cards makes the job of issuing course completion cards simple and secure, helping to mitigate risks that can accompany issuance of paper cards.

### **What are the benefits of using My Cards?**

Some of the many benefits of issuing eCards include

- Higher security and reduced risk for the AHA Training Center (TC)
- Added efficiency for TC Coordinators (TCCs) and Instructors
- Ability for TCCs and Instructors to issue eCards to students
- Ability to validate an eCard through the AHA website at [www.heart.org/cpr/mycards](http://www.heart.org/cpr/mycards) to prove it was issued by a valid TC and instructor aligned with that TC (currently, that function requires a call to the TCC if the TC is known; if not, it may not be an authentic AHA course completion card)
- Fully integrated with AHA's My Courses tool for a seamless, end-to-end delivery (however, My Cards can also be easily used with or without integrating with My Courses)

### **For what courses can an eCard be issued?**

eCards may be issued for completion of classroom-based training or blended learning training (a skills session completed after an eLearning course).

### **Are eCards available internationally?**

No. At this time, eCards and the My Cards tool is only available to U.S. Training Center Coordinators and Instructors.

### **How do I order eCards?**

Once the My Cards tool has been launched to your TC, you may order AHA eCards from any of AHA's three product [Distributors](#) (Channing Bete, Laerdal and WorldPoint). As is the policy with AHA printed course completion cards, eCards can only be purchased by the TCC. Upon completion of a TCC's order from a Distributor, the inventory of eCards purchased will show at the eCard Inventory link in the My Cards tool.

**What eCards are currently available for purchase?**

eCards available to order include:

Product #	eCard
90-3000	ACLS Provider eCard
90-3001	BLS for Healthcare Providers eCard
90-3002	PALS Provider eCard
90-3003	PEARS® Provider eCard
90-3004	Heartsaver® First Aid eCard
90-3005	Heartsaver® CPR AED eCard
90-3006	Heartsaver® First Aid CPR AED eCard

**Will eCards be available for additional provider courses?**

eCards coming soon include those for Heartsaver® Pediatric First Aid CPR AED and ACLS for Experienced Providers.

**Are eCards available for Instructor courses?**

No. My Cards is limited to only provider-level course completion cards. There is no plan to create an electronic Instructor card at this time.

**Once I have purchased eCards, how do I begin issuing eCards?**

First, you should not purchase eCards until the My Cards tool has been launched to your TC. Once you can access the My Cards tool, to get started, you will need to reference the AHA My Cards Users' Guide, which includes step-by-step instructions for using the My Cards tool to issue eCards. This document can be found at the [AHA Instructor Network](#) at the Support tab.

**Is my Training Center/are my Instructors required to offer eCards?**

No. At this time, TCCs and Instructors may issue either eCards or printed course completion cards; AHA will not require use of only eCards at this time.

If a student does not want an eCard or does not have access to the Internet, the TCC or Instructor should issue a printed course completion card.

**Can I offer both an eCard and a printed card to student?**

No. Only one AHA course completion card should be issued for each successfully completed course – either an eCard or a printed card.

**Can an eCard be printed?**

Yes. An AHA eCard can be printed by the student or Instructor, if necessary.

**Can a TCC or an Instructor view a student's eCard?**

Yes. TCCs and TC Admins may view a student's eCard through the Edit eCard link in My Cards. Instructors may view a student's eCard using the eCards validation tool at [www.heart.org/cpr/mycards](http://www.heart.org/cpr/mycards).

**Is there a way employers can validate the authenticity of an AHA eCard?**

Yes, employers may verify that an eCard is authentic by entering the card information at [www.heart.org/cpr/mycards](http://www.heart.org/cpr/mycards).

**Can edits be made to an eCard?**

After a student claims an eCard, the student's AHA TCC or the AHA Customer Support Center is able to make edits to the student's name or email address, as well as change the Instructor.

PLEASE NOTE: Currently, the date on the eCard cannot be edited. The date that is populated on the eCard is the date that the student claims the eCard, which may not necessarily reflect the date that the course occurred. If possible, TCCs and Instructors should message to their students that they should claim their eCard on, or as close as possible to, the date that they completed the course.

In the next release of the My Cards tool, the AHA is adding functionality that will allow the TCC or Instructor to enter the course completion date.

**Why doesn't the issue date reflect the course date?**

Currently, the issue date reflects the date claimed by the student, which was in response to feedback from the Training Network to minimize work required by the AHA. This will change during the next enhancement release of My Cards to require TCC, TC Admins and Instructors to enter the course date.

**Does My Cards work with My Courses?**

Yes, eCards are fully integrated into My Courses. In fact, using My Courses makes issuing eCards easier because the course roster already includes student names and email addresses – all the TCC, TC Admin or Instructor needs to do is check a box next to the names of the students who successfully completed a course and click submit. My Courses sends the eCards to the students and updates the students' records.

Also, My Courses automatically uses the course date as the Issue Date.

**Whom should I contact for technical support?**

The AHA has created a comprehensive Users' Guide for the My Cards tool that includes step-by-step instructions for issuing AHA eCards.

For technical questions regarding My Cards that are not covered by the Users' Guide, customers may contact the AHA Technology Support Team at [ahainstructornetwork@heart.org](mailto:ahainstructornetwork@heart.org) or 1-877-242-4277, Option 2, Tech Assistance. AHA Customer Service is 8 a.m. – 5 p.m., Central, M-F

For business-related questions about My Cards, customers should contact their AHA Account Manager.